

# GAME TECH ASSESSMENT TIER 3



Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Current Level: \_\_\_\_\_

Date of Hire: \_\_\_\_\_

Date of Last Review: \_\_\_\_\_

Score:	EXCEEDS 90 - 100	ADVANCED 80 - 89	MEETS 70 - 79	NEEDS Improvement 69 or less
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Scoring Key: 5 Exceeds • 4 Advanced • 3 Meets • 2 Below Average • 1 Needs Improvement

GENERAL ASSESSMENT	SCORE
1. <b>Accountability</b> - Accepts responsibility for actions, answerable to consequences	
2. <b>Punctuality &amp; Attendance</b> - Is rarely absent, arrives punctually, works required hours	
3. <b>Cooperation</b> - Has ability to have a good relationship with coworkers and management	
4. <b>Attitude/Respectfulness</b> - Shows initiative, optimism, and politeness	
5. <b>Accepts Criticism</b> - Has ability to learn from suggestions and change behavior	
6. <b>Flexibility</b> - Has capacity to respond to changing situations and expectations	
7. <b>Policy &amp; Procedures</b> - Follows GCG's Procedures and Policies	
8. <b>Quality of Work</b> - Is thorough, accurate, and neat in work	
9. <b>Willingness to Develop Skills</b> - Desires to take on challenges and learn new techniques	
10. <b>Communication Skills</b> - Conveys information effectively and efficiently	
11. <b>Organizational Skills</b> - Has capacity to stay on track and use time effectively	
12. <b>Confidentiality</b> - Does not discuss internal events with coworkers	
13. <b>Appearance/Dress Code</b> - Demonstrates a professional and well-kept appearance	
14. <b>Conflict Resolution</b> - Seeks constructive approaches to resolving workplace issues	
15. <b>Safety</b> - Contributes to a safe and secure environment by following established procedures, including setting up stanchions.	
16. <b>Personal Inventory</b> - Has the ability to keep track of tools, backpacks, carries proper tools for day to day operations.	
17. <b>Availability</b> - Is available to work any shift as needed by the practice	
18. <b>Self-Motivation</b> - Shows ability to take initiative with projects	
19. <b>Facility Needs</b> - Keeps up with facility specific rules, turns keys in on time.	
<b>TOTAL SCORE GENERAL (MAXIMUM 95)</b>	

TECH SKILLS ASSESSMENT			SCORE
20. <b>Manufactures</b> - Knows all Manufactures used within their service area.			
21. <b>Cabinet Types &amp; Identification</b> - Knows different models, where to find model information on serial plate or SOGOS. Knows where to find serial numbers.			
22. <b>Common Hardware</b> - Can identify parts in a machine that are common with different manufactures.			
23. <b>Best Practices / What To Look For</b> - Can walk the floor and find down games, soft tilts, knows to look for flashing candles, BA chutes/bezels not lit. Looks for light bulbs burned out or graphics issues.			
24. <b>Common errors</b> - Can find and trouble shoot common errors found while doing a walk through. Out of service, hard tilts, paper outs, BA tilts, door tilts, how to key off tilts.			
25. <b>Diagnostic Menu Locations</b> - Can find the diagnostic screens. (Elaborate more on features section)			
26. <b>How to use Diagnostic Features</b> - Can test and calibrate touch screens, buttons, lights, sound, and find system information such as voltages and batteries, error logs.			
27. <b>SOGOS</b> - Can open tickets, create tries, search for and order correct parts. Can close tickets in a timely manner.			
28. <b>Bill Validators - Maint. / Flashing</b> - Can PM, replace, flash, troubleshoot connecting parts. Ex. MEI IF card, harness', etc...			
29. <b>Printers - Maint. / Flashing</b> - Can PM, replace, flash, find dip switches or jumpers			
30. <b>Buttons - Maint. / Flashing</b> - Can PM, replace, flash, find dip switches or jumpers			
31. <b>Misc. Parts and Cabinet Maintenance</b> - Can replace basic parts like door struts, cherry switches, power supplies, light boards			
32. <b>Multimeter's</b> - Can test for voltage, continuity or wiring shorts			
33. <b>Moving Games</b> - Knows how to safely move game and follow policies and procedures			
34. <b>Install Hardware</b> - Knows how to replace reel strips, button legends, plexiglass etc.			
35. <b>New Game Install</b> - Can safely move games in, base and properly align and bolt games.			
36. <b>Repair / Replace Computers / Backplanes</b> - Can replace seal break related parts			
37. <b>Ram Clears</b> - Knows procedures and / or software needed for ram clearing.			
38. <b>Install Software</b> - Knows procedures for formatting computers and loading new software. Knows vendor specifics such as upgrading IGT BIOS and clearing CMOS.			
39. <b>Check Sheets / Photos</b> - Knows how to download, check off, mark up and upload check sheets. Also knows what pictures are needed during a project and how to upload them.			
40. <b>Mentorship</b> - Can teach new hires following training procedures.			
41. <b>Leadership</b> - Can lead projects and make sure paperwork is correct and turned in a timely manner.			
42. <b>Progressive Controllers</b> - Can setup new or ram clear and re-option controllers.			
43. <b>Assist with Customer Disputes</b> - Understands game play and can recall history and report back to management / casino.			
44. <b>Assist With Facility Needs</b> - Can communicate with facility staff for floor issues or projects.			
45. <b>Organizational</b> - Ensures that cages or storages areas are cleaned and maintained. Makes sure the parts are returned in a timely manner.			
<b>TOTAL SCORE SKILLS (MAXIMUM 130)</b>			
<b>WRITTEN TEST SCORE</b>	<b>TEST LEVEL</b>	(For office use)	

**EMPLOYEE’S COMMENTS**

**SPECIFIC DEVELOPMENT PLAN/GOALS**

**SALARY REVIEW**

Current Wage Per Hour: \_\_\_\_\_ New Wage Per Hour: \_\_\_\_\_

New Tier Level: \_\_\_\_\_ Effective Date: \_\_\_\_\_

HR Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_